



SUPPLEMENTAL QUALIFICATIONS FORM

BUREAU OF MOTOR VEHICLES
HUMAN RESOURCES
STATE HOUSE STATION #29
AUGUSTA, MAINE 04333-0029

(Located at 101 Hospital Street, Augusta, ME)

CANDIDATE'S NAME:		DATE SENT
CLASSIFICATION TITLE:	OPTION:	CODE:
Customer Service Representative Associate II	Motor Vehicle	652000

INSTRUCTIONS:

The statements you make will be the basis for evaluating your specific suitability for this particular work and provide the basis for making a numerical evaluation of training and experience. This form, upon submission to the State of Maine, becomes part of the examination process and is held to be confidential. *False or misleading statements may result in rejection of your Application for Employment or dismissal from Maine State Service if selected.* Statements made on this form and in your application are subject to verification by the Bureau of Human Resources and the Appointing Authority.

Please check the appropriate box for each statement below:

Directions for Section I ONLY: Indicate if you have the knowledge or ability listed below. These are not tasks you need to have performed; you must only have the knowledge or ability to perform these tasks.

Section I	YES	NO
Ability to read, understand, and explain charts and guides.		
Ability to verify, code, compute, and/or reconcile data on standard documents.		
Ability to administer, score, and/or correct standard examinations.		
Ability to make intermediate mathematical calculations.		
Ability to type routine documents from final draft.		
Knowledge of the principles and practices of quality customer service.		
Ability to effectively give, obtain, and elicit information		
Ability to query for information.		
Ability to establish and maintain computerized and/or manual filing systems.		
Ability to create spreadsheets.		
Ability to perform data management.		
Ability to prepare standard reports.		
Ability to apply to routine individual cases and explanation and interpretation of rules, regulations, policies, procedures, codes, and/or documentation requirements.		
Ability to determine facts, detect errors and irregularities and taken appropriate action in accordance with established procedures.		

Please check the appropriate box for each statement below:

Directions: Indicate skill level by marking the appropriate boxes for each item listed. Be sure to indicate the where you gained this knowledge or ability (i.e. the employer number from your employment application, or school you attended).

Definitions:

None..... I have no training, education, or experience in this area.

Level 1..... I have successfully completed training or coursework in this area, but I have no experience performing this task.-OR- I have some experience performing this task under close supervision.

Level 2..... I have experience performing this task and am fully capable of performing this task independently.

Level 3..... I have experience performing this task independently and am capable of training staff or providing assistance to other staff in this area.

					Please list Employer Number or School from your employment application, from which you gained this experience.
Section II	None	Level 1	Level 2	Level 3	
I have:					
Coded, computed, verified, posted, reconciled, and/or updated standard <i>motor vehicle</i> documents.					
Coded, computed, verified, posted, reconciled, and/or updated standard financial transactions.					
Examined <i>motor vehicle</i> documents or information, determined facts, detected errors and irregularities, and taken action as authorized.					

					Please list Employer Number or School from your employment application, from which you gained this experience.
Section II	None	Level 1	Level 2	Level 3	
I have:					
Effectively used communication and interpersonal skills to determine customer needs and resolve problems with customers.					
Assisted customers with completing motor vehicle transactions.					
Administered driver licensing written and vision tests in accordance with set procedures.					
Presented routine factual information to individuals or groups.					
Experience in handling cash and point of sale transactions.					
Read charts and guides and explained them to others.					

					Please list Employer Number or School from your employment application, from which you gained this experience.
Section III	None	Level 1	Level 2	Level 3	
Word processing					
Spreadsheets					
Databases					
E-mail					
Internet					
Custom business software applications					